Getting from here to there: Using quality improvement methods to improve profession well-being

Wellness:
personal problem solving

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Agenda

- Introductions
- Problem Solving and Improvement Principles
- Problem solving tools

Problem solving and CI principles

1. Process-Outcome mindset
2. No problem is a problem: practice personal problem solving
3. Bring order to your environment
4. Develop standards for your life
5. Small daily improvements

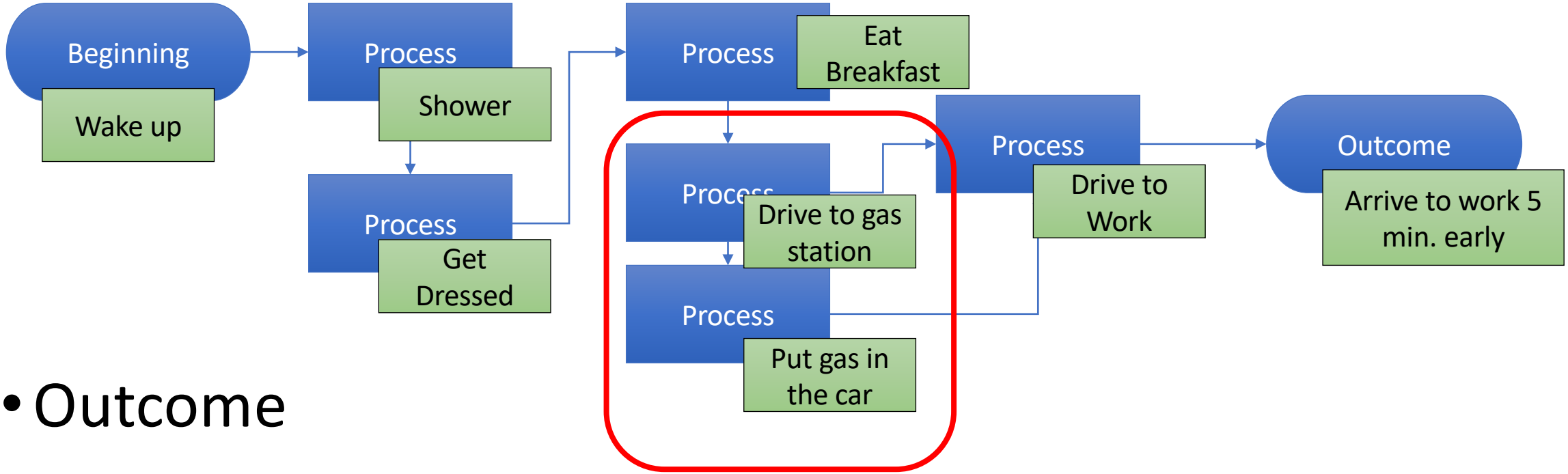
Consider these frequently used TOOLS

PROCESS MAPPING	VALUE ADDED	NON-VALUE ADDED
PROBLEM SOLVING FRAMEWORK	5S	VISUAL MANAGEMENT
FORCING FUNCTIONS	STANDARD WORK	CONTINUOUS IMPROVEMENT

Personal improvement – greater wellness

LESSON	Principles/Tools	At Work Application	At Home Application
Process-outcome Mindset	Process Mapping VA - NVA		
Personal Problem Solving	Problem Solving Methods		
Bring order to your environment	5S Visual Management		
Adopt Standards and Checklists	Standard Work Forcing Functions		
Small Daily Improvements	CI Mentality		

Adopt a process –outcome mindset



- Outcome
- Process
- Value/ non-Value added steps

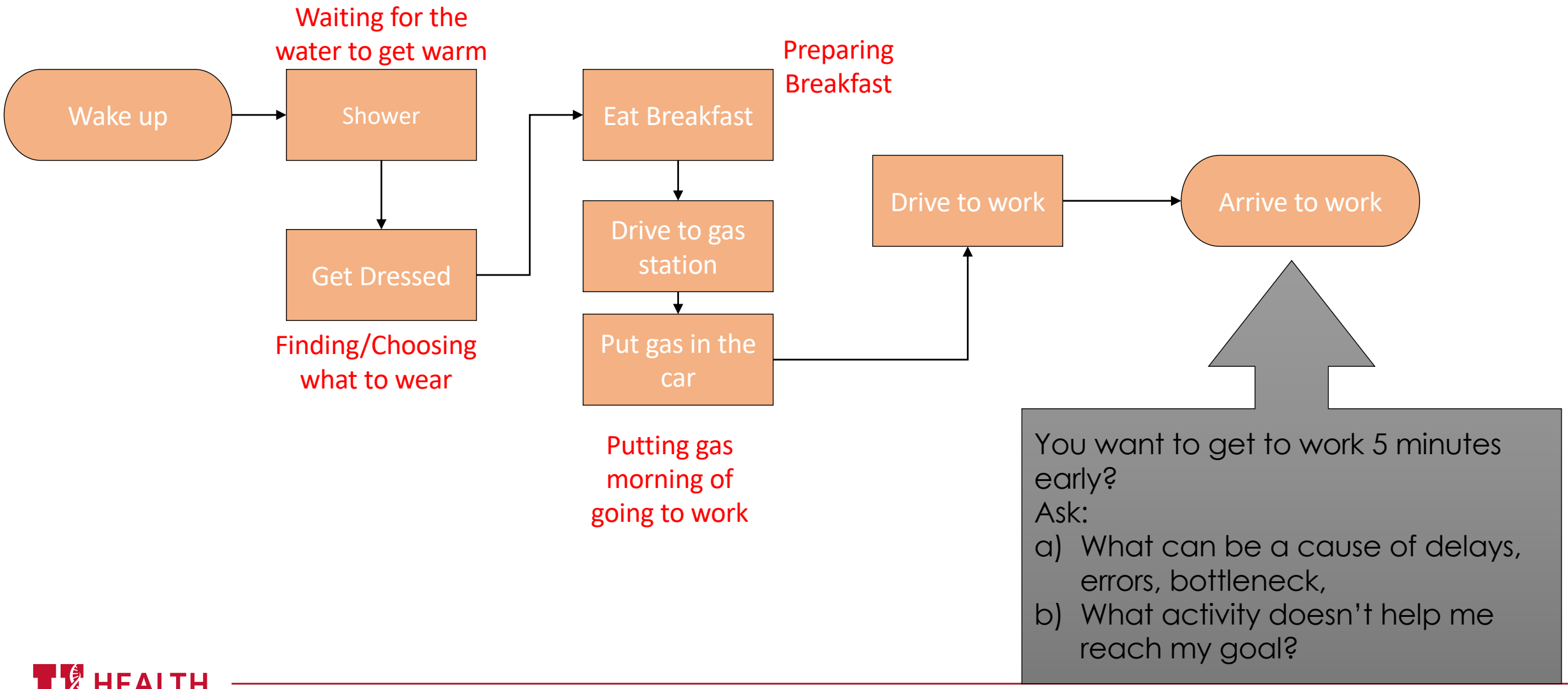
Value added or Non-value added?

The *Customer** defines value

HEALTHCARE	WORK	PERSONAL LIFE
A task is value added if it builds on a patient's health information or is part of direct care provision	A task is value added if it transforms or adds to the product or service being created	***You** are the customer of your life. What do **you** value?*

* The customer is who pays or uses the product or service

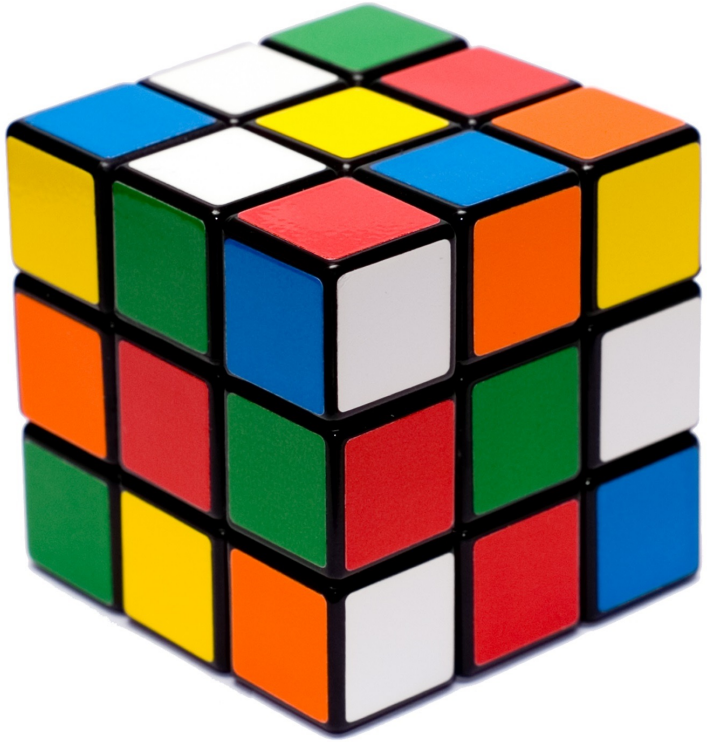
Non-value added activities



Tool seven wastes

https://accelerate.uofuhealth.utah.edu/explore/the-seven-wastes-in-health-care

Recognizing the different types of problems



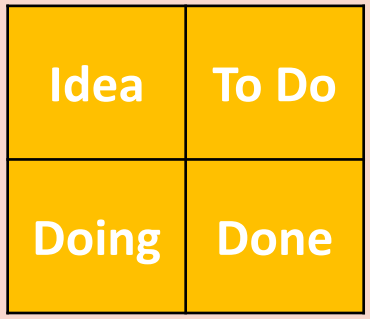
Not all problems are equally complex

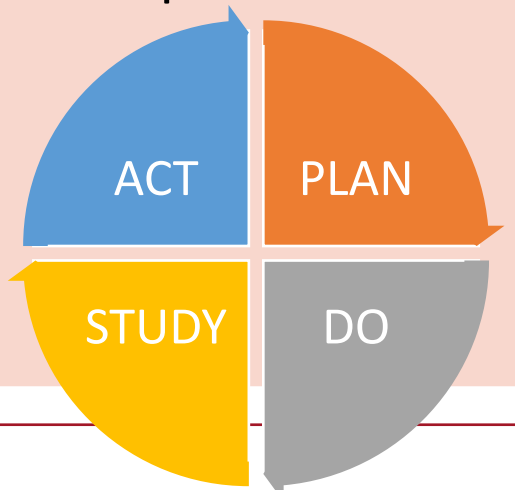
- Simple problems

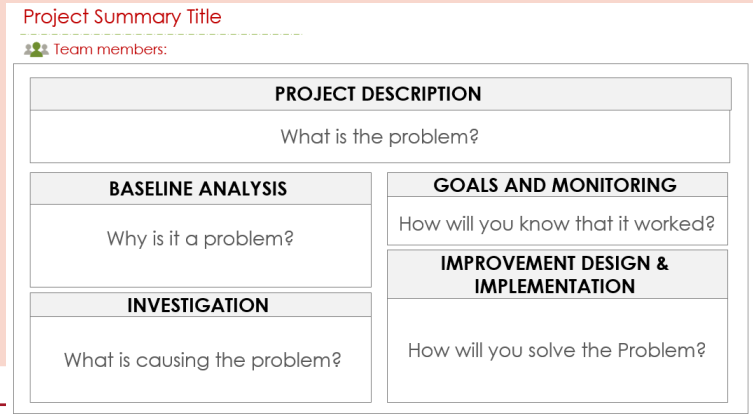
- Complex problems

Tools: problem solving methods

JUST DO IT	PDSA	COMPLEX PROBLEM SOLVING
Use this if: 1. Making a change is inexpensive or low risk 2. Simple idea that can help improve a process	Use this if: 1. A small scale pilot would be best before solution 2. You have an idea of how to make a process better	Use this if: 1. The cause of the problem is unknown 2. There are multiple possible causes







Don’t put the cart before the horse

When you are unsure of what is causing the problem, complete a baseline analysis and investigation first.

Jumping to solution too soon, may cause you to address the wrong cause, and the problem continues.

Tool: problem solving framework

Problem Statement
Do you have a problem?

Baseline Analysis
Why is it a problem?

Investigation
What's causing the problem?

Improvement Design & Implementation
How are you going to solve the problem?

Monitoring
How will you know if it worked?

Prioritizing improvements

	LOW EFFORT	**HIGH** EFFORT
HIGH IMPACT	QUICK WINS	MAJOR PROJECTS
LOW IMPACT	FILL-IN JOBS	NOT WORTH IT

You may need to prioritize what cause of a problem to address first. Not every change is easy to make or will have high impact. To help you decide where to start, use a High Impact, Low Effort Matrix.

Tools to address problems

Bring order to your environment

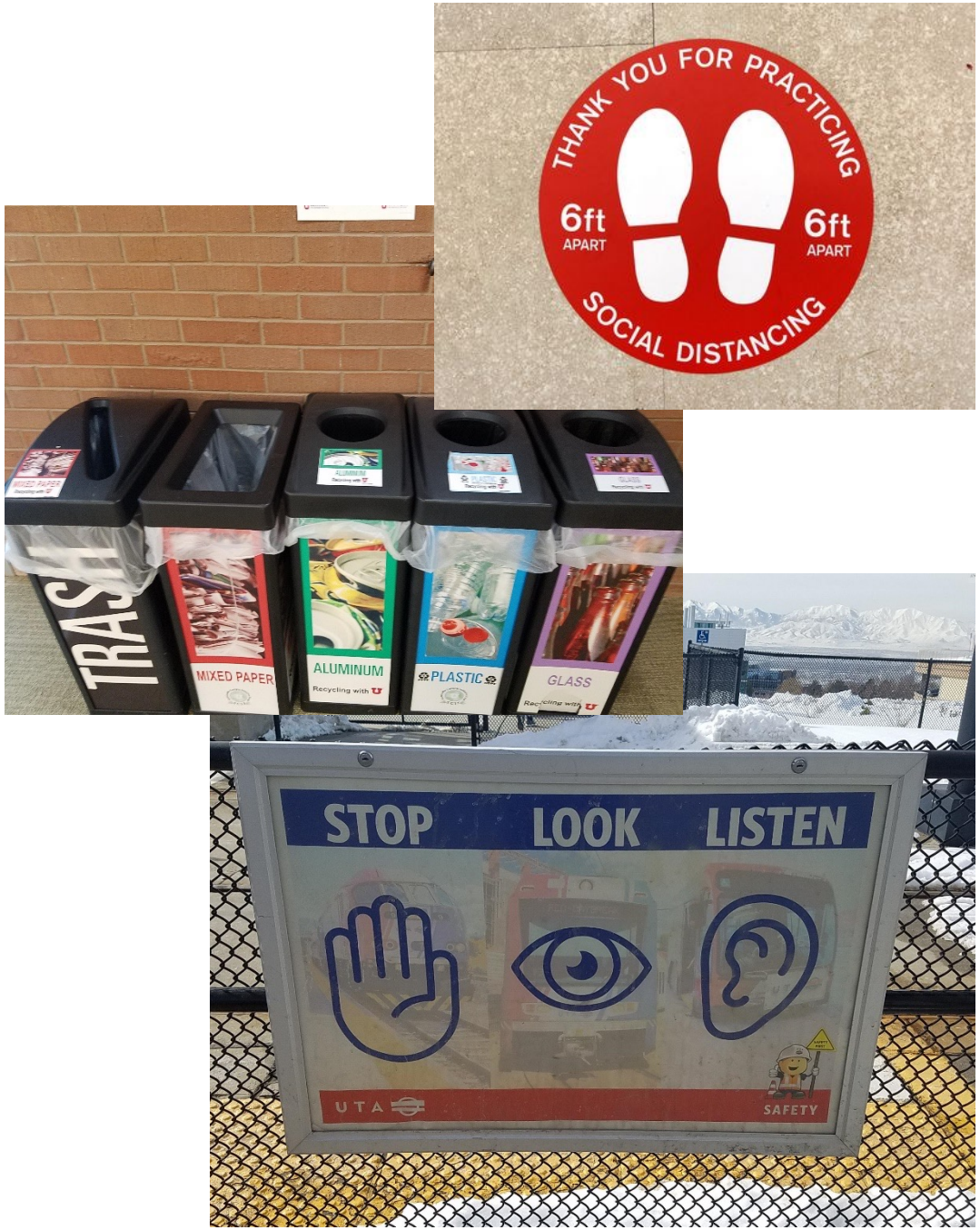
BEFORE

AFTER

Tool: visual management

Manage your life, so your life doesn't manage you:

- Make lists, so you don't forget things
- Make time for deep work
- Use visuals at work and at home (but don't overdo it
- Make it easier to see the problems (not hide them)

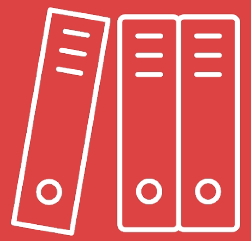


https://goleansixsigma.com/10-ways-lean-six-sigma-helps-organize-your-home/

The 5 S

SORT

Identify what you regularly use and what you don't. Eliminate what you don't use



SET IN ORDER

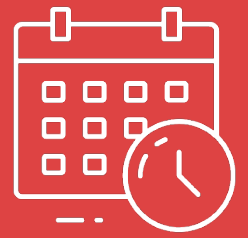
Find a place for what you regularly use so it is visible and easy to access

SHINE

Clean and sanitize the place

STANDARDIZE

Create procedures for using what you need and how to put things back



SUSTAIN

Regularly check to see if the area is being kept clean and procedures are being followed

5S at work and home:

Make it work for you!

Adopt standards and checklists

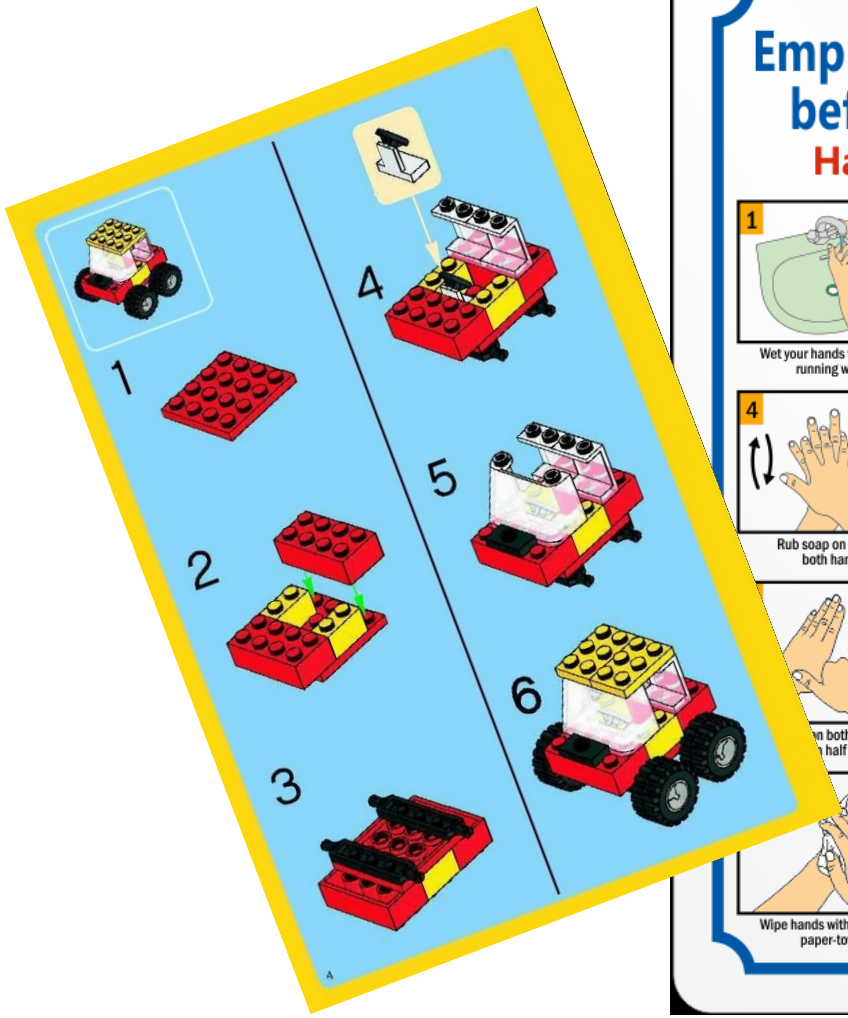
*Where there is no **standard** there can be no improvement*

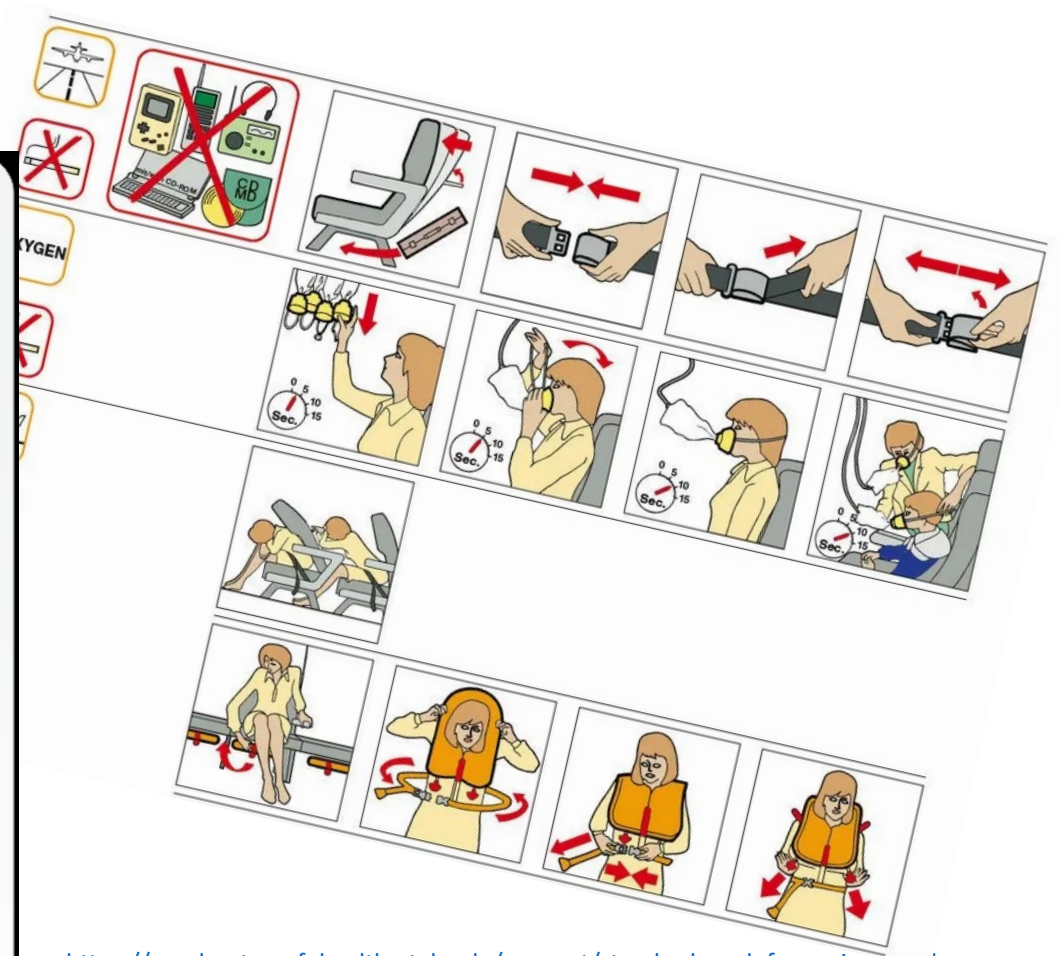
Taiichi Ohno

Instructions that follow the best known way* on how to complete a step (or a process)

** Most effective and efficient way*

Standard work





https://accelerate.uofuhealth.utah.edu/connect/standard-work-for-saying-thank-you

https://accelerate.uofuhealth.utah.edu/explore/standard-work

https://accelerate.uofuhealth.utah.edu/connect/marcie-hopkins-and-matt-sanford-how-to-feed-a-crowd-lean-tips-for-holiday-pie-making

Forcing functions (or mistake proofing)

PREDICTION

An error is about to occur

Control or Shut out type Forcing Function

Prevent the Error from Occurring

DETECTIO

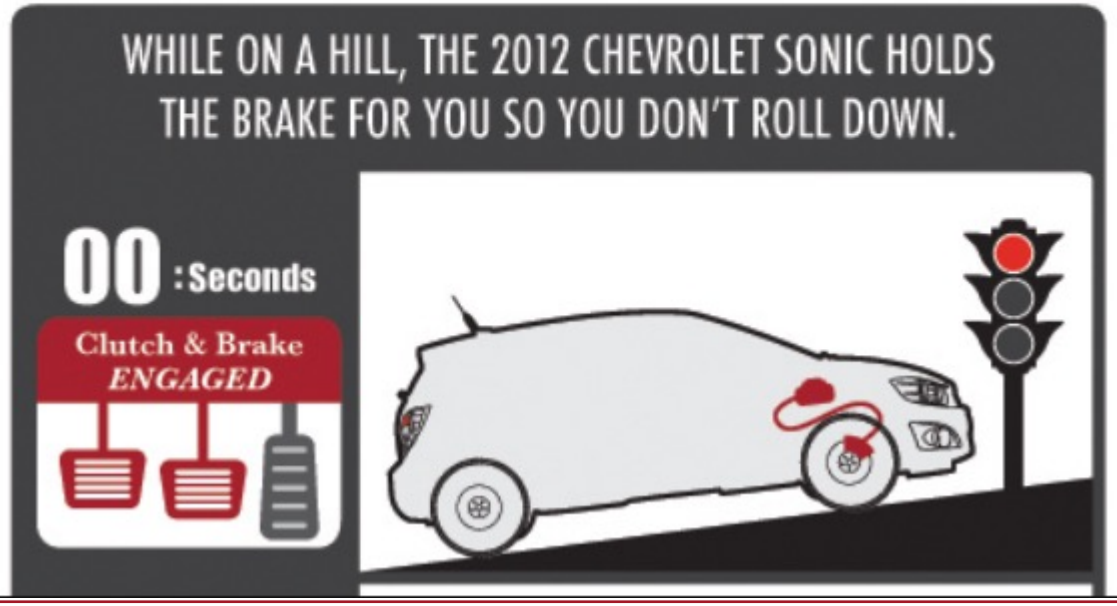
An error has occur

Warning or Attentior Forcing Functio

Alert us when the err occurred

FORCING FUNCTIONS

HILL-HOLD TECHNOLOGY



Engage in small daily improvements

Every day, little up.

Some days, big up.

改善

Kai = Change Zen = Good

Thank you

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